

## DHR is Happy to Announce

**24/7** HELP ACCESSING YOUR **EMPLOYEE SELF SERVICE (ESS)** ACCOUNT IS AVAILABLE NOW!

*Forgot your ESS password? Locked out of your ESS account and it is Saturday night?  
Not a problem! Give us a call and we can help, anytime.*

**Call 802-828-0407, option 1, selection 1**

PLEASE NOTE: effective May 11, 2010, emails addressed to [VISION-helpdesk-HR@state.vt.us](mailto:VISION-helpdesk-HR@state.vt.us) will no longer be accepted. All requests for assistance must be phoned to 802-828-0407. (VISION users may continue to use [VISION-helpdesk-FIN@state.vt.us](mailto:VISION-helpdesk-FIN@state.vt.us)).

| Issue/Assistance Needed  | Hours of availability | Phone number                                       |
|--|-----------------------|--|
| ESS – access to view your pay advice & apply for jobs (password reset, unlock account, etc.) | <b>24/7</b>           | 802-828-0407, option <b>1</b> , selection <b>1</b> |
| Recruitment – application status, etc.   | 7:45 AM – 4:30 PM     | 802-828-0407, option <b>1</b> , selection <b>2</b> |
| Benefits – paid leave, medical, dental , life, etc.  | 7:45 AM – 4:30 PM     | 802-828-0407, option <b>1</b> , selection <b>3</b> |
| Employment History   | 7:45 AM – 4:30 PM     | 802-828-0407, option <b>1</b> , selection <b>4</b> |
| Payroll taxes – W2, W4, etc  | 7:45 AM – 4:30 PM     | 802-828-2314                                       |
| Employee Assistance Program  | 7:45 AM – 4:30 PM     | 888-834-2830                                       |
| Workforce Development & Training   | 7:45 AM – 4:30 PM     | 802-241-1114                                       |
| BGS Security   | 24/7                  | 802-828-0777 phone<br>802-240-1422 pager           |